D160: DEMO OF ISO 10002:2018 DOCUMENT KIT Price 799 USD

A complete editable documents package (Quality manual, procedures, policy, process approach, exhibits, format, audit checklist, etc.)

Website: https://www.certificationconsultancy.com/iso-10002-certification-documents-manual.htm

Chapter-1.0 CONTENTS OF ISO 10002:2018 DOCUMENT KIT
(More than 75 document files)

A. The Total editable document kit has 11 main directories as below:

Sr. No.	List of Directory	Details of Documents
1.	**Quality Manual**	**12 Files in MS-Word**
2.	**Procedures**	**09 Procedures in MS-Word**
3.	**Policy**	**01 policy in MS-Word**
4.	**Exhibits**	**04 exhibits in MS-Word**
5.	**Process Approach**	**01 process approach in MS-Word**
6.	**Blank Formats /Templates to retain documents** **Name of departments**	**29 Blank formats in MS-Word / Excel**
	Quality Management System (QMS)	14 Formats in MS-Word / Excel
	Training (TRG)	06 Formats in MS-Word
	Marketing (MKT)	09 Formats in MS-Word / Excel
7.	**Filled Formats**	**15 filled formats in MS Word**
8.	**ISO 10002:2018 Audit Checklist**	**More than 150 questions**
9.	**Sample Risk Assessment sheet**	**01 File in MS-Excel**
10.	**ISO 10002:2018 document compliance matrix (Requirements wise reference documents)**	**01 File in MS-Word**
11.	**Filled Job Description and Specification**	**01 File in MS Word**

Total 75 files in editable form for Quick Download by e-delivery

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B. Documents package: -

Our document kit comprises sample documents required for ISO 10002:2018 certification as listed below. All documents are in MS-Word / excel format and you can edit it. You can do changes as per your company needs and within few days your entire documents with all necessary system requirement scan be made ready. In the ISO 10002:2018, at few places, documents are required. But for making better system, we have provided many templates from which a user can select to make own system with minor changes. Now, ISO 10002:2018 standard is not requiring manual, procedures, etc. It requires 2 type of documents as listed below.

1. **Maintain documents Scope, quality manual, process, policy etc.)**
2. **Retain documents (Forms - templates)**

Under this directory, further files are made in the word document as per the details listed below which you can edit it. All the documents are related to manufacturing / process industry.

1. Quality Manual (08 Chapters and 04 Annexures):

It covers sample copy of quality manual and clause-wise details on how ISO 10002:2018 systems are implemented. It covers the context of organization, sample policy, objectives, scope; organizations structure as well as macro level each requirement from 4 to 8 of ISO 10002:2018 on how it is implemented in the organization. It covers ISO 10002:2018 documents for tier-1. It has total 08 chapters that cover company profile, amendment sheet, index, clause wise details as per ISO 10002:2018 for implementation. It covers sample copy of quality manual and clause-wise details on how ISO 10002:2018 systems are implemented.

(A) Table of Contents

Chapter No.	Subject	Page No.	ISO 10002 Clause Reference
	Section – 1		
1.	Company profile	1 – 3	=============
2.	Table of contents	1 – 2	=============
3.	Control and distribution	1 – 3	=============
	Section – 2		
4.	**Guiding principles**	1 – 3	4.0
	General		4.1
	Commitment		4.2
	Capacity		4.3
	Transparency		4.4
	Accessibility		4.5

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	Responsiveness		4.6
	Objectivity		4.7
	Charges		4.8
	Information integrity		4.9
	Confidentiality		4.10
	Customer-focused approach		4.11
	Accountability		4.12
	Improvement		4.13
	Competence		4.14
	Timeliness		4.15
5.	**Complaints-handling framework**	1 – 5	5.0
	Context of the organization		5.1
	Leadership and commitment		5.2
	Policy		5.3
	Responsibility and authority		5.4
6.	**Planning, design and development**	1 – 3	6.0
	General		6.1
	Objectives		6.2
	Activities		6.3
	Resources		6.4
7.	**Operation of complaints-handling process**	1 – 2	7.0
	Communication		7.1
	Receipt of complaints		7.2
	Tracking of complaints		7.3
	Acknowledgement of complaints		7.4
	Initial assessment of complaints		7.5
	Investigation of complaints		7.6
	Response to complaints		7.7
	Communicating the decision		7.8
	Closing complaints		7.9
8.	**Maintenance and improvement**	1 – 4	8.0
	Collection of information		8.1
	Analysis and evaluation of complaints		8.2
	Evaluation of the satisfaction with the complaint-handling process		8.3
	Monitoring of the complaint-handling process		8.4
	Auditing of the complaint-handling process		8.5
	Management review of the complaints-handling process		8.6
	Continual improvement		8.7

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Chapter No.	Collection of information	Page No.	8.8
	Subject		**ISO 10002 Clause Reference**
	Annexures		
ANX–I	List of documents	1 – 1	==============
ANX–II	Glossary of terms	1 – 1	==============
ANX–III	Company activity process flow chart	1 – 2	==============
ANX–IV	Organization structure	1 – 1	==============

2. Procedures (09 procedures):

It covers a sample copy of mandatory procedures as per ISO 10002:2018 covering all the details like purpose, scope, responsibility, how procedure is followed as well as the list of exhibits, reference documents and formats. The list of sample procedures provided is as below.

List of Procedures

1. PRO/SYS/01 Procedure for Documented Information
2. PRO/SYS/02 Procedure for Corrective Action
3. PRO/SYS/03 Procedure for Internal Audit
4. PRO/SYS/04 Procedure for Management Review
5. PRO/SYS/05 Procedure for Risk Management
6. PRO/SYS/06 Procedure for Training
7. PRO/SYS/07 Procedure for Making a Complaint
8. PRO/SYS/08 Procedure for Complaint Handling
9. PRO/SYS/09 Procedure for Complaint analysis & response

3. Policy (01 policy):

It covers a sample copy of policy as per ISO 10002:2018. The list of sample policy provided is as below.

List of policy

1. Policy/01 Complaint Handling Policy

4. Exhibits (04 exhibits)

It covers Skill Requirements, Multi skill requirements, Document Identification and Codification System and Needs and Expectations of Interested Parties etc.

List of exhibits

1. Exhibit for Skill requirements
2. Exhibit for Multi skill requirements

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3. Exhibit for Document Identification and Codification System
4. Exhibit for Needs and Expectations of Interested Parties

5. Process approach (01 process approach)

It covers guideline for processes, flow chart and process model useful for process mapping. It covers process flow chart and activities of all the main and critical processes as listed below.

List of process approach

1. PFC/CSD/01   Process Flow Chart of Customer Service

6. Blank sample formats (29 sample formats)

It covers a sample copy of blank forms that are required to maintain records as well as establish control and create system in the organization. The samples given area guide for the user to follow. The organization is free to change the same to suit their own requirements. It can be used as templates. A total of 29 blank formats are provided as per the list given below.

List of blank formats

1. Master List & Distribution List of Documents	2. Employee-Wise Training & Competence Record Sheet
3. Change Note	4. Induction Training Report
5. Management Review Meeting	6. Job Description & Specification
7. Master List of Records	8. Training Report
9. Objectives Monitoring Sheet	10. Multi-Skill Analysis
11. Audit Plan / Schedule	12. Customer Complaint Acknowledgement Register
13. ISO 10002:2018 Clause-Wise Audit Review Report	14. Customer Complaint Report
15. Internal Audit Non-Conformity Report	16. Customer Feedback Form
17. Objective Plan	18. Customer Feedback against complaint closer
19. Corrective Action Report	20. Complaint Register
21. List of License / certificates	22. Record of Communicating the Customer Complaint decision
23. Communication Report	24. Complaint Follow-up Form
25. Risk Analysis Sheet	26. Complaint Registration Form
27. Lesson learned report	28. Customer Feedback Analysis
29. Training Calendar	

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7. Filled sample formats (15 sample filled formats)

It covers a sample copy of filled forms that are required to maintain records as well as establish control and create system in the organization. A total of 15 filled formats are provided as per the list given below.

List of filled formats

1.	Master List & Distribution List of Documents	2.	Induction Training Report
3.	Change Note	4.	Job Description & Specification
5.	Master List of Records	6.	Training Report
7.	Audit Plan / Schedule	8.	Customer Complaint Acknowledgement Register
9.	Internal Audit Non-Conformity Report	10.	Customer Complaint Report
11.	Objective Plan	12.	Complaint Register
13.	Corrective Action Report	14.	Record of Communicating the Customer Complaint Decision
15.	Communication Report		

8. ISO 10002:2018 Audit Checklist (More than 150 Questions)

This covers audit questions based on the ISO 10002:2018 clause wise requirements. It will be a very good tool for the auditors to make Audit Questionnaire for auditing. It will bring effectiveness in auditing. A total of more than 150 Questions are prepared on the basis of ISO 10002:2018. It can be logically used for auditing during internal audit for ISO 10002:2018 to establish proper audit trail.

9. Sample risk assessment sheet

The ready-to-use risk template in editable form is given to prepare the risk document for the organization. It is given in an excel format and can be used as a template.

10. ISO 10002:2018 document compliance matrix

The ISO 10002:2018 clause requirement wise list of documents reference of this kit is given in the compliance matrix for easy reference of user to understand how this system is made.

11. Filled Job Description and Specification

The ISO 10002:2018 filled job descriptions are given with responsibilities and authorities of all important positions

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Chapter-2.0 ABOUT COMPANY

Global Manager Group is a progressive company and promoted by a group of qualified engineers and management graduates having rich experience of 25 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certifications and compliance to international standards and regulations. So far, we have **more than 2700 clients in more than 36 countries**. **Our ready-made training and editable document kit helps the client in making their documents with ease and makes them comply with the related ISO standard faster.**

1. Our promoters and engineers have experience in providing management training, ISO series consultancy for **more than 2700 companies** globally. We have clients **in more than 36 countries.**

2. We are a highly qualified team of 60 members (M.B.A., Degree engineers). Our owner has a rich professional experience in this field (since 1991).

3. We have 100% success rate in ISO series certification for our clients from reputed certifying body. We possess a branded image and are a leading name in the global market.

4. We, also, suggest continual improvement and cost reduction measures as well as highly informative training presentations and other products that give you payback within 2 months against our cost.

5. So far, we have trained more than 50000 employees in ISO series certification.

6. We have spent more than 60000 man-days (170 man years) in the preparation of ISO documents and training slides.

Global Manager Group is committed for:

1. Personal involvement & commitment from the day one
2. Optimum charges
3. Professional approach
4. Hard work and updating the knowledge of team members
5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner

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6. Establishing strong internal control with the help of system and use of the latest management techniques

Chapter-3.0 USER FUNCTION

3.1 Hardware and Software Requirements

A. Hardware: -

- Our document kit can be better performed with the help of P3 and above computers with a minimum of 10 GB hard disk space.

- For better visual impact of the PowerPoint slides, you may keep the setting of colour image at high colour.

B. Software: -

- Documents are written in MS-Office 2003 and Windows XP programs. You are, therefore, required to have MS-Office 2003 or above versions with Windows XP

3.2 Features of Documentation kit: -

- The kit contains all necessary documents as listed above and complies with the requirements of system standards.

- The documents are written in easy to understand English language.

- It will save much time in typing and preparing your documents at your own.

- The kit is user-friendly to adopt and easy to learn.

- The kit content is developed under the guidance of experienced experts.

- The kit provides a model of the Management system that is simple and free from excessive paperwork.

Chapter-4.0 BENEFITS OF USING OUR DOCUMENT KIT

1. By using these documents, you can save a lot of your precious time while preparing the ISO documents.

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2. The kit takes care of all the sections and sub-sections of ISO standard and helps you to establish better system.

3. The document kit enables you to change the contents and print as many copies as you need. The user can modify the documents as per their industry requirements and create their own ISO documents for their organization.

4. It will save much of the time and cost in document preparation.

5. You will get a better control in your system due to our proven formats.

6. You will also get a better control in your system due to our proven documents and templates developed under the guidance of experts and globally proven consultants. The team has a rich experience of more than 25 years in the ISO consultancy.

7. Our products are highly sold across the globe and are used by many multinational companies. They have provided a total customer satisfaction as well as experienced value for money.

8. In the preparation of document kits; our team has verified and evaluated the entire content at various levels. More than 1000 hours are spent in the preparation of this product kit.

9. The entire kit is prepared by a globally proven team of leading ISO consultants.

Chapter-5.0 METHOD OF ONLINE DELIVERY

On secured completion of the purchase, we provide a user name and password to download the product from our FTP server. Hence, we provide an instant online delivery of our products to the user by sending an email of user name and password.

For Purchase Click Here ➡ Contact Us

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